Safety and Rights Society (SRS)

Accountability Framework
Being Accountable

The safety and right of worker is the main strategic concern for SRS. The organization aims to ensure that the overall conditions faced by people at workplace are decent and are at very least in compliance with the law. One of Safety and Right key programs is concerned with improving the health and safety conditions faced by worker at Bangladesh and ensuring that, following a workplace death and injury, dependent families and injured workers receive appropriate compensation according to law. The following broader activities are focused by SRS:

1. Investigation of workplace deaths and injuries
2. Ensure compensation for the victims of workplace accidents
3. Enforcement of law
4. Research related to Workplace Health, Safety and Rights
5. Working with employer and trade union
6. Advocacy for legal and policy reform
7. Awareness on public safety and general workplace condition

The adopted definition of “accountability” at SRS is:

Accountability is the means through which power is used responsibly. It is a process of taking into account the views of, and being held accountable by, different stakeholders, and primarily the people affected by authority or power.¹

In the work to improve accountability, SRS is guided by the HAP standard, which consists of six benchmarks; these are embedded in SRS’s organisational commitments. Stakeholders are encouraged to monitor SRS’s performance against these commitments and hold our self accountable, should the organisation fall short of its commitments.

Our Commitment’s

To establish accountability SRS commit to follow the HAP benchmark for balancing power between organization and stakeholders especially the right holders. SRS stakeholders are; Construction worker, construction worker trade unions, construction worker employer and its association, legal association and organizations. The following commitment’s made to the stakeholders by SRS-

1. Establishing and delivering on commitments
2. Staff competency
3. Sharing information including transparency
4. Effective participation
5. Enable stakeholders to complain and give feedback
6. Organizational learning and continual improvement

¹ According to HAP's definition of accountability as stated in HAP 2010 standard.
### Commitments, Activities, Implementation Mechanisms, Indicators and Time frame

<table>
<thead>
<tr>
<th>Commitment</th>
<th>Implantation Mechanism (Base line-January 2014)</th>
<th>Improvement Target and Indicator</th>
<th>Activity</th>
<th>Person responsible/Authority</th>
<th>Time frame</th>
</tr>
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</table>
| 1. Delivering on Commitments | • Registration from NGO affairs Bureau Bangladesh  
• Registration from Joint Stock Company Bangladesh  
• Approved Constitution of SRS  
• Tax Identification Number  
• MoU with peer organizations | • SRS staff’s and peer organization are uphold the mandate and principles  
• Develop system and procedures for organization to be more accountable | • Develop and approval of SRS Accountability Framework  
• Assign Accountability Focal Point for the organization  
• Website development and regularly update | ED  
ED | June 2014  
June 2014  
Continue |
|  |  | • Worker association will commit to address accountability issue in its jurisdiction | • Sharing different policy and guidelines of SRS  
• Develop MOU (cooperation agreement) with worker association  
• Support in develop different system and policies for accountability | Programme Team  
ED  
ED, Programme Team | June 2016  
June 2015  
June 2016 |
| SRS will work in a systematic way to improve its organizational commitments for improvement accountability to its right holders  
Support worker to systematically engage with SRS activities for accountability improvement initiatives |  |  |  |  |  |
| 2. Staff members’ competence | • Human Resource manual for SRS  
• Financial and Administration Policy  
• Gender Policy | • Staff will more sensitive to the accountability  
• Staff performance management improve incorporate accountability issues | • Develop and approve SRS Code of Conduct  
• Induction package include accountability issues  
• Develop performance management process including accountability issues  
• Incorporate Accountability issues into staff job description  
• Staff training on Accountability | ED  
ED, Admin/HR  
ED, Admin/HR  
ED, Admin/HR  
ED, Admin/HR  
ED, Admin/HR | Dec 2015  
Dec 2015  
Dec 2014  
Dec 2014  
Continuous |
| Staff members have good knowledge about and signed SRS Code of Conduct  
SRS will support and encourage worker association to ensure that they have the right competencies to meet their commitments towards rights holders |  |  |  |  |  |
| Worker Association (Trade Union)  
• Strategic Involvement through informal relationship |  |  |  |  |  |
| Worker Association | • Training and mobilization support  
• Meeting and counseling support | • Worker representative organization more sensitive to the accountability issues | • Capacity building support to worker representative organizations for demonstrate accountability | ED, Programme Team | Continuous |
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| 3. Information sharing and transparency | - Need Assessment for project design  
- Meeting with worker representative organization and worker | - Strengthening information sharing and transparency through policy and practices |  
- Develop and approve SRS Open Information Policy (OIP) and aligned it with Right to Information Act (RTI) 2009  
- Orientation to staff on OIP  
- Develop information sharing material for worker and its associations | ED  
Programme Officer | June 2014  
Dec 2014  
Dec 2015 |
| SRS will encourage worker association to share relevant information about SRS with rights holders. |  |  |  |  | |
|  | **Worker Association**  
- Support activities for social mobilization  
- Meeting and back stopping support |  |  |  | |
|  |  | - Workers association will commit strengthening information sharing and transparency |  
- Inception workshop with right holders and duty bearer regarding accountability issues  
- Orientation to worker association about OIP  
- Facilitate practical information sharing and transparency activities with workers  
- Sharing constitution, policies, objectives with members | ED, Programme Officer  
ED, Legal Officer  
ED, Legal Officer  
ED, Legal Officer | Dec 2015  
Dec 2015  
Continuous  
Dec 2014 |
| 4. Participation |  |  |  |  | |
| SRS will support and take initiative that rights holder’s perspectives are included in project activities, which includes taking aspects of gender and diversity into account. |  |  |  |  | |
|  | **Worker Association**  
- Informal participation in project design and |  |  |  | |
|  |  |  |  |  | |
|  | - Meeting with worker and its associations  
- Worker organizations and worker participate in external evaluation | - Strengthen right holders participation throughout the project cycle |  
- Develop focus strategic plan  
- Develop plan for systematic involvement of right holders in project design  
- Share CRM with other implementing agencies/NGOs  
- Develop exit plan for project closing | ED  
ED  
ED  
ED, Programme Officer | Dec 2015  
Dec 2015  
Continuous  
Dec 2015 |
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<td>5. Enable stakeholders to complain and give feedback</td>
<td>implementation</td>
<td>strengthen right holders participation throughout the project cycle</td>
<td>• Communication development initiative for representative organizations for accountability</td>
<td>Programme Officer</td>
<td>Dec 2015</td>
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<td>Rights holders, worker association and other stakeholders are able to raise complaints and receive a response through an effective, accessible and safe process</td>
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<td>SRS will support worker associations in improving their own systems to handle and respond to complaints from rights-holders in an efficient and safe manner</td>
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<td><strong>Worker Association</strong></td>
<td>• Informal complain and resolution system (monitoring visit, letter and face to face etc)</td>
<td>• Commit to develop and implement a formal complaint and feedback mechanism</td>
<td>• Develop and approve CRM for SRS</td>
<td>ED</td>
<td>June 2014</td>
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<td></td>
<td>• Trust building through transparent communication</td>
<td>• Facilitate representative organization to develop and implement complain and feedback mechanism</td>
<td>• Periodic review of effectiveness of CRM</td>
<td>ED</td>
<td>Annually</td>
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<tr>
<td></td>
<td>• Informal complain and resolution system (monitoring visit, letter and face to face etc)</td>
<td></td>
<td>• Staff training on CRM</td>
<td>ED</td>
<td>Dec 2014</td>
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<td></td>
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<td>• Sensitization and capacity building of worker representative organization on SRS’s CRM</td>
<td>ED, Programme Officer</td>
<td>June 2015</td>
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<td></td>
<td></td>
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<td>• Support to develop worker representative organizations’ CRM</td>
<td>ED, Programme Team</td>
<td>Dec 2015</td>
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<td>6. Organizational learning</td>
<td>• Annual/bi-monthly/six month meeting</td>
<td>• SRS will continually improve its accountability through continuous learning process</td>
<td>• Two yearly review of Accountability Framework, CRM and OIP and make necessary adjustment</td>
<td>ED</td>
<td>June 2016</td>
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<td>Ensure that monitoring, progress reports, evaluations, studies and other feedback is used within the organization to capacitate and improve SRS</td>
<td>• Different workshop and training</td>
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<td>• Arranging exposure visit for staff and stakeholders</td>
<td>ED</td>
<td>June 2015</td>
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<td>SRS will support worker association to continuously learn and improve their work by monitoring and evaluating and through other feedback</td>
<td>• Field visit by senior staff</td>
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<td><strong>Worker Association</strong></td>
<td>• Different Meeting</td>
<td>• People’s organization will act as linkage developer to the right holders</td>
<td>• Encourage worker representative organizations to organize lesson learned workshop with worker</td>
<td>ED, Programme Team</td>
<td>June 2016</td>
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